



VİSTA KUYUMCULUK SAN. VE TİC. LTD. ŞTİ. QUALITY POLICY

PL.11 | Yayın Tarihi: 11.11.2023 | R.00 | Revizyon Tarihi:-

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At Vista Kuyumculuk San. ve Tic. Ltd. Şti., we are committed to maintaining the highest standards of quality by adhering to the ISO 9001 Quality Management System standard. Our goal is to continue our leadership in the industry and raise customer satisfaction to unprecedented levels. Our quality policy is rooted in a commitment to excellence in every aspect of our operations, with a continuous emphasis on quality in everything we do.

Our Quality Policy

- Customer Centricity and Satisfaction:** At the core of our operations is a dedication to exceeding our customers' expectations. We actively engage in collecting and analyzing customer feedback, using these insights to continually enhance our products and services. We regularly monitor customer satisfaction and use these insights to drive improvements across our operations and service delivery.
- Leadership and Commitment:** The senior management at Vista Kuyumculuk shows unwavering leadership and commitment to the effectiveness of our quality management system. Through proactive participation, management provides the necessary resources to achieve our quality objectives and promotes a culture of quality awareness at every level.
- Employee Engagement and Development:** The success of our quality management system heavily relies on our employees. We foster an environment that encourages employee participation and invests in their professional development through comprehensive training programs. This empowerment helps them deliver exceptional customer service.
- Process-Oriented Approach and Operational Excellence:** We manage and enhance our business processes systematically. Achieving operational excellence is crucial for increasing the efficiency and effectiveness of our processes, which leads to reduced workload, cost savings, and enhanced customer satisfaction.
- Emphasis on Risk Management:** Integrating risk-based thinking into our strategic planning allows us to efficiently anticipate and manage potential risks and opportunities. This foresight enables us to quickly adapt to changing market dynamics and customer needs.
- Supply Chain Excellence and Supplier Collaboration:** Building and maintaining a synergistic relationship with our suppliers is essential to ensuring quality throughout our supply chain. Through rigorous selection and regular evaluations, we ensure our suppliers meet our strict quality standards and are committed to continuous improvement.
- Continuous Improvement and Breakthrough Innovation:** Our quality management framework is inherently designed to encourage ongoing improvement and innovation. We are committed to enhancing our processes, products, and services by leveraging state-of-the-art solutions and technology.

Our quality policy embodies a comprehensive approach, embedding quality into every facet of Vista Kuyumculuk's activities. It represents our promise to our customers, employees, and stakeholders that quality is our utmost priority. We are determined to distinguish ourselves through our relentless pursuit of excellence. By regularly assessing and enhancing our quality management system and practices, we continue to maintain our leadership position in the market and achieve unmatched customer satisfaction.

Last updated on: 11.11.2023

APPROVED BY THE CEO AND THE BOARD OF DIRECTORS

Vista Kuyumculuk San. ve Tic. Ltd. Şti.



PREPARED AND APPROVED BY VİSTA KUYUMCULUK BOARD OF DIRECTORS